

# Union County Savings Bank Relies on Data Vaulting, Remote Management for Reliable Data Storage and Backups

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## Client Profile



Union County Savings Bank has served New Jersey communities since 1883 and continues its commitment to independence, making decisions locally and not selling mortgages. With four locations in and around Elizabeth, NJ, the bank provides a full range of services and prides itself on providing great rates and a hometown approach.

## Challenge

In June 2020, a critical component of Union County's infrastructure ecosystem unexpectedly failed. The event uncovered gaps in redundancy. While there was no service interruption for customers, internal systems such as file shares were inaccessible.

## Solution

To solve the problem, Fiserv and the bank repurposed servers, migrated systems from Windows 2007 to 2010, and ensured recovery and redundancy with Sentry<sup>SM</sup> Infrastructure Services: Data Vaulting from Fiserv. The team brought servers back online and recovered data within 48 hours. In order to monitor and manage the servers 24/7 while freeing up bank resources, the team also incorporated Sentry<sup>SM</sup> Infrastructure Services: Remote Management from Fiserv.

## Proof Points

Since the implementation of Data Vaulting and Remote Management, the bank has experienced improvements, including:

- A plan for data organization
- Storage/Server redundancy
- Data backup solutions
- Data recovery systems
- Managed support for IT infrastructure
- Uninterrupted performance and customer service




In my 25 years of banking, I have never seen anything like this. Our server crashed, our data was missing and we couldn't perform any banking functions outside of our core applications. I had no idea how we were going to get back up and running.

Everyone from the different departments of Fiserv worked together to solve the problem. Our data was recovered, and we were up and running within 48 hours. Now our data is organized, we have a plan for backup, recovery and redundancy, and our infrastructure is managed by Fiserv, so I will have no more surprises."


**Miguel Carvalho**  
Vice President of Operations  
Union County Savings Bank

# Connect With Us

For more information:

 800-872-7882

 getsolutions@fiserv.com

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